LEGAL AID ONTARIO
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LEGAL AID ONTARIO Q3 REPORT

HEADLINES

OCT. 1

Oshawa Family Law Service Centre hosts its grand opening.

OCT. 8

LAO invests $600,000 over three years in partnership with Luke's Place, a centre devoted solely to improving the safety and experience of abused women and their children as they proceed through the family law process.

OCT. 14

Additional bilingual family advice lawyers available to provide summary legal advice over the phone.

OCT. 20

LAO partners with Community Legal Clinic of York Region to offer family law and immigration services.

OCT. 24

Four social service providers in Windsor move into one location to create the Bilingual Health and Social Service hub.

NOV. 1

Fueled by a commitment of $95.7 million in increased provincial government funding, financial eligibility guidelines are increasing for the first time since 1996. On Nov. 1, 2014, LAO implemented the first of three six per cent increases for all of the certificate and duty counsel services it provides.

NOV. 3

LAO provides more time for lawyers to help clients who are involved in a court proceeding with a child protection agency.

NOV. 27

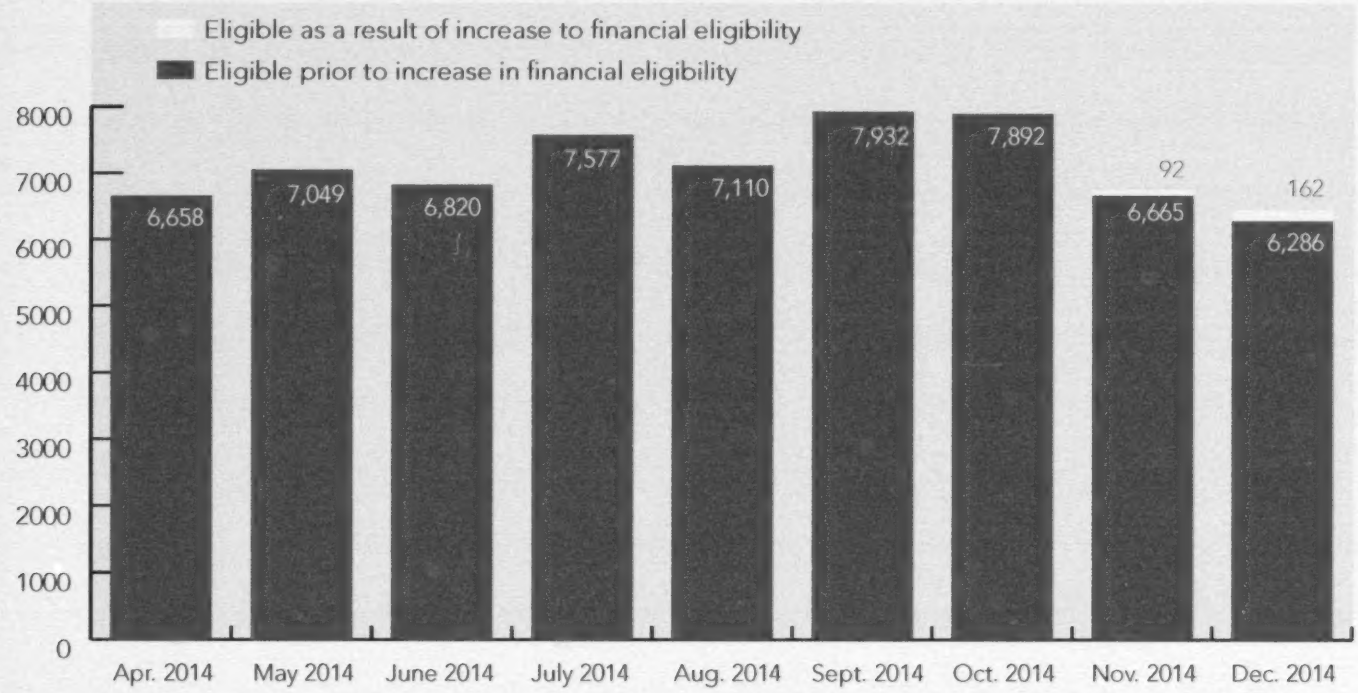
Nishnawbe-Aski Legal Services Corp. launches a *Gladue* report program, hiring three report writers based out of Thunder Bay, Timmins and Sioux Lookout thanks to funding from LAO.

SPOTLIGHT ON: FINANCIAL ELIGIBILITY

On Nov. 1, 2014, LAO implemented the first six per cent financial eligibility increase for all of the certificate and duty counsel services it provides. As a result of this increase, it is estimated that the number of low-income Ontarians eligible for legal aid certificates to resolve their legal issues has increased by 120,000 persons.

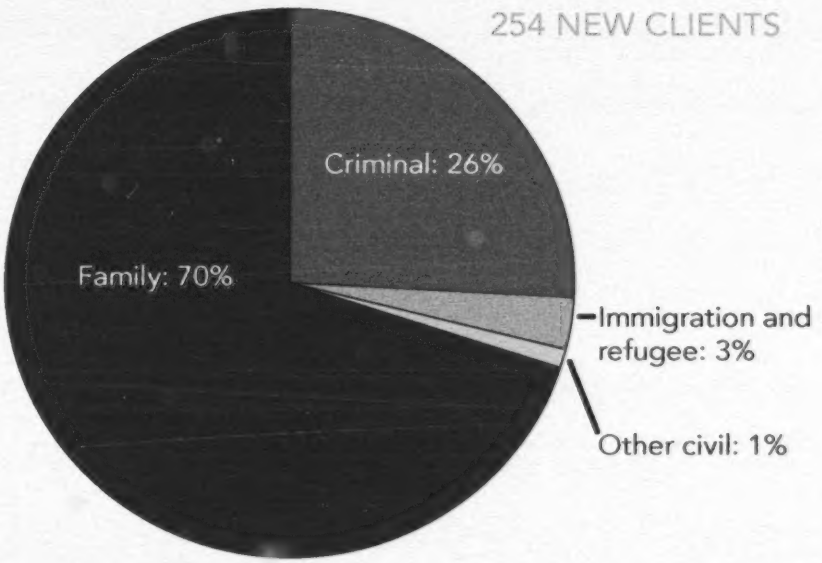
During this short period, from Nov. 1 to Dec. 31, there were 254 clients, previously financially ineligible, who were able to retain the services of a private bar lawyer on a certificate thanks to this increase.

LEGAL AID CERTIFICATES ISSUED YTD Q3 2014-15



70 PER CENT OF NEWLY-ELIGIBLE CLIENTS ARE RECEIVING ASSISTANCE FOR **FAMILY LAW ISSUES**

26 PER CENT ARE PROVIDED WITH REPRESENTATION ON **CRIMINAL CHARGES**



TIMELINESS OF SERVICE

TOLL-FREE TELEPHONE SERVICES

Whether you're looking for information about legal aid services, the type of services you qualify for or have questions about your legal aid application, you can call LAO's toll-free number for help in over 200 languages. You'll be able to access a wide range of general information, summary legal advice and applications for legal aid.

Calls are streamed into two tiers

TIER 1	TIER 2
Clients are matched to the appropriate service and referred to other programs.	Clients are assessed for financial eligibility, provided with legal information or referred to staff lawyers for legal advice in either family law, criminal law or immigration law. Clients can also apply for legal aid at this level.
48,900 calls were answered compared to 59,571calls in Q3 last year.	**27,688 calls were answered** compared to 21,608 in Q3 last year.
Average time spent on a call was **5 min 56 sec.**	Average time spent on a call was **15 min 24 sec.**

SAME-DAY DECISIONS

Many of LAO's clients apply for legal aid assistance before their first court appearance. Seventy-eight per cent receive a decision on their legal aid application on the same day they apply.

Per cent of decisions made same day

	YTD DECEMBER 2013	YTD DECEMBER 2014
CRIMINAL	81%	81%
FAMILY	74%	68%
REFUGEE	69%	74%
OTHER CIVIL	91%	88%
TOTAL	**79%**	**78%**

78%

OF LAO CLIENTS RECEIVE A DECISION ON THE LEGAL AID APPLICATION THE SAME DAY THEY APPLIED.

SERVICE LEVELS

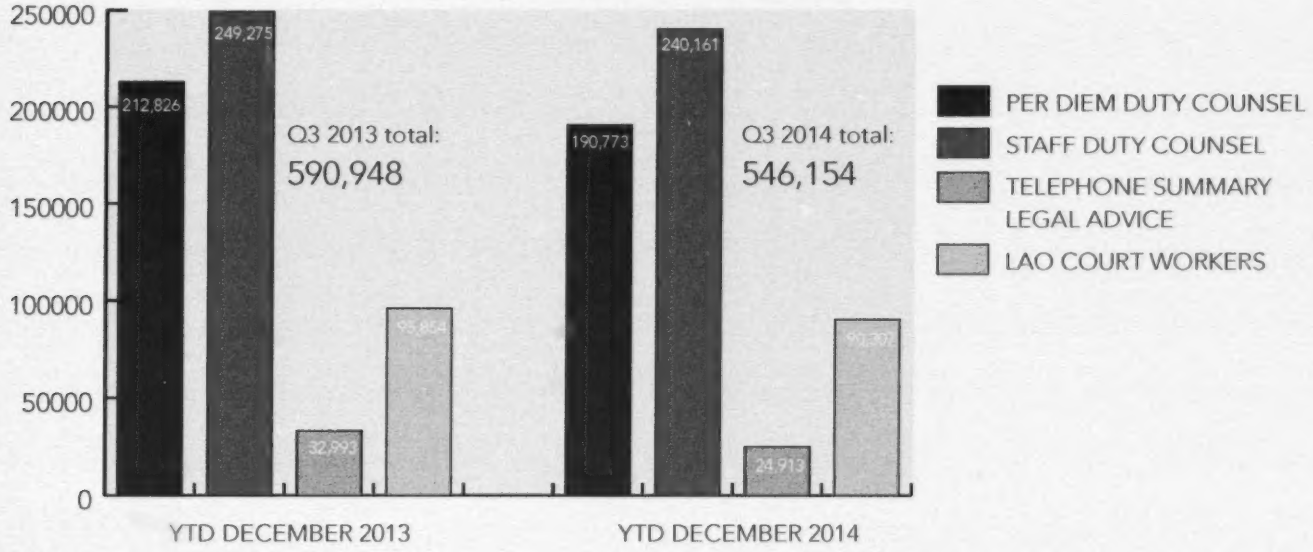
DUTY COUNSEL

Duty counsel are lawyers, available in most courthouses, who can quickly assess a person's legal problems and provide frontline advice, information and representation to people who would otherwise be unrepresented and unassisted in the courtroom.

IAs of the end of Q3, the total number of people assisted by duty counsel (includes per diem, staff duty counsel, telephone summary legal advice and LAO court workers) dropped by 7.6 per cent compared to last year. The decrease is consistent with the trend of fewer events being heard at courts, as well as the continued progress of the Justice on Target initiative, the province's strategy to address criminal court delays.

Additionally, LAO's legal aid workers at the courthouse support duty counsel by providing certain services under appropriate supervision. This way, LAO makes the most effective use of its per diem and staff lawyers.

Duty counsel total persons assisted YTD Q3 2013/14



DISPOSITIVE SERVICES

Dispositive services help a case progress towards resolution.

21,135 civil/family assists for YTD Q3 compared to 21,319 last year.

Civil/family dispositive services include:

- arguing emergency motions
- obtaining consent orders
- arguing motions/applications/ adjournments
- supporting enforcement proceedings
- supporting inter-jurisdictional support hearings
- conducting CFSA temporary care and custody, CFSA status review, CFSA apprehension
- conducting parole hearing or disciplinary hearings

59,771 criminal assists for YTD Q3 compared to 67,740 last year.

Some criminal dispositive services include:

- trials
- withdrawal of all charges
- guilty pleas/speaking to sentences
- *Gladue* submissions
- judicial interim release proceedings
- diversion/extra-judicial sanctions
- peace bond/recognizance
- hearings to rescind bench warrants
- mental health assessment order hearings, sentence reviews
- appeals de novo

CIVIL/FAMILY DUTY COUNSEL PROVIDED

21,135 DISPOSITIVE ASSISTS

CRIMINAL DUTY COUNSEL PROVIDED

59,771 DISPOSITIVE ASSISTS

PRIVATE BAR SERVICES

LEGAL AID CERTIFICATES

If a client is financially eligible and their legal needs warrant it, a client will be advised to apply for a certificate, which covers the cost of a lawyer.

The certificate is like a voucher, guaranteeing that one of more than 3,600 private practice lawyers in Ontario who participate in the legal aid certificate program will be paid to represent an LAO client for a certain number of hours.

Certificates issued

	Q3 2013/14	Q3 2014/15	% CHANGE
CRIMINAL	41,924	40,293	-3.9%
FAMILY	14,357	15,725	9.5%
IMMIGRATION & REFUGEE	3,914	4,823	23.2%
OTHER CIVIL	3,260	3,402	4.4%
TOTAL	**63,455**	**64,243**	**1.2%**

BIG CASE MANAGEMENT

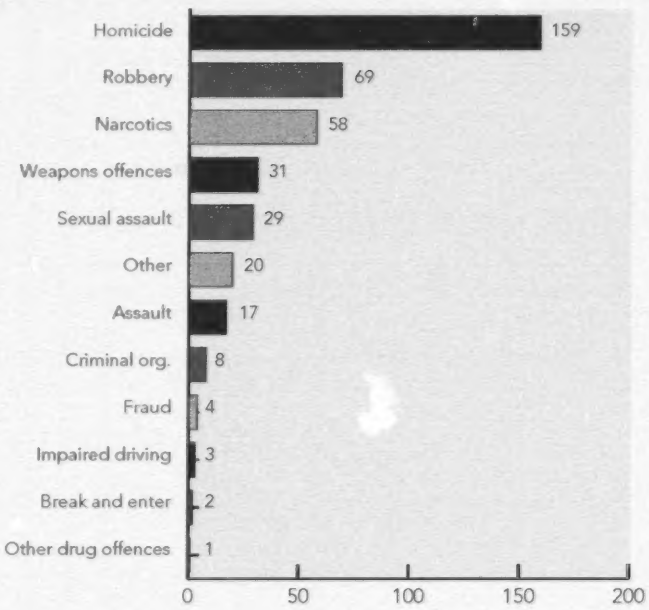
The Big Case Management (BCM) program governs the most costly and complex criminal trial defences funded by LAO.

Under the BCM program, LAO sets budget limits for criminal cases expected to cost more than $20,000. In these cases, LAO establishes individual budgets rather than using its standard tariff system to determine the maximum hours available to counsel.

As of the end of Q3, LAO issued a total of 401 certificates for the BCM program this year. Year to date costs for the BCM program were $18.5 million.

401 BCM PROGRAM CERTIFICATES ISSUED

Number of BCM certificates by category



FINANCIAL UPDATE

LEGAL AID ONTARIO
DRAFT UNAUDITED STATEMENT OF OPERATIONS
FOR THE MONTH ENDED DEC. 31, 2014
ACTUAL ($ MILLIONS)

	YTD DECEMBER 2013 ACTUAL ($ MILLIONS)	YTD DECEMBER 2014 ACTUAL ($ MILLIONS)	% CHANGE
OPERATING BUDGET ($M)			
GOVERNMENT OF ONTARIO	259.77	263.69	1.51%
LAW FOUNDATION	16.09	21.22	31.88%
CLIENT CONTRIUBTIONS	7.66	7.45	-2.74%
CLIENT & OTHER RECOVERIES	0.94	0.59	-37.23%
MISCELLANEOUS	0.64	0.77	20.31%
TOTAL REVENUE	**285.10**	**293.72**	**3.02%**
CORE BUSINESS EXPENSES			
CERTIFICATE PROGRAM - BCM	19.22	18.54	-3.54%
CERTIFICATE PROGRAM - OTHER	108.82	107.16	-1.53%
CLIENT SERVICES OFFICES	9.86	11.44	16.02%
NEW FAMILY FUNDING 2013/14		2.22	
CLINIC PROGRAM	53.32	56.66	6.26%
CLINIC PROGRAM - CIMS	0.21	1.13	438.10%
NEW CLINIC PROGRAM FUNDING 2013/14		0.12	
DUTY COUNSEL PROGRAM	34.42	36.99	7.47%
SERVICE INNOVATION PROJECTS	0.37	0.78	110.81%
TOTAL CORE BUSINESS EXPENSES	**226.23**	**235.03**	**3.89%**
SERVICE PROVIDER SUPPORT	3.87	4.20	8.53%
ADMINISTRATIVE EXPENSES	23.04	24.82	7.73%
OTHER EXPENDITURES	4.94	5.23	5.87%
PROGRAM SUPPORT	15.60	18.08	15.90%
TOTAL OPERATING EXPENSES	**273.68**	**287.35**	**4.99%**
OPERATING SURPLUS/(DEFICIT)	**11.42**	**6.37**	